

ABSTRACT

The present invention relates to audio data monitoring using speech recognition technology. In particular, the present invention uses business rules combined with unrestricted, natural speech recognition to monitor conversations in a customer interaction environment, literally transforming the spoken word to a retrievable data form.

5 Implemented using the VorTecs Integration Platform (VIP), a flexible Computer Telephony Integration base, the present invention enhances quality monitoring by effectively evaluating conversations and initiating actionable events while observing for script adherence, compliance and/or order validation.